



Naverisk

Technology Management Solutions

NAVERISK 2022 R1

What's New?

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Welcome to Naverisk 2022 R1

Naverisk is a unified, all-in-one, RMM & Service Desk / PSA platform that helps managed service providers (MSPs) and IT professionals to quickly and easily monitor and automate IT services.

We value feedback on our roadmap! Our Forum (<https://forum.naverisk.com/>) is the place to share feature requests or usability comments for roadmap consideration.

Device management, new OS details column

Introduction of a new OS column in the devices grid to allow granular filtering of OS versions for real time, or scheduled, automation. Later version of Windows and Windows Server will also display the build number.

The screenshot shows the Naverisk interface with a table of devices. The table has columns for Device Status, SLA Status, Remote Control, Device Name, Logged in user, Client, Business System, Operating System, Software, Serial Number, MAC Address, AntiVirus, Vendor, and Patching Status. The 'Operating System' column is highlighted with a red box, showing values like 'Windows 11 Pro 21H2', 'Windows 11 Pro 21H2', 'Windows 10 Home 21H2', 'Windows 10 Home 21H2', and 'Windows 10 Home 21H2'. The table also includes a search bar at the top and a sidebar with navigation icons.

Device Status	SLA Status	Remote Control	Device Name	Logged in user	Client	Business System	Operating System	Software	Serial Number	MAC Address	AntiVirus	Vendor	Patching Status
Failure	Failure		NAVDEV7_Agent1	N/A	Graemes Test		Windows 11 Pro 21H2						
Failure	Failure		WIN11TESTPC1	Navadmin	Graemes Test		Windows 11 Pro 21H2						
OK	OK		DESKTOP-3MHD2J5	N/A	Royces QA Client		Windows 10 Home 21H2						
Failure	Failure		MAD-DOCTOR	N/A	Test Client 1		Windows 10 Home 21H2						
OK	OK		ROYCE-VM-WIN7-3	N/A	Royces Standard		Windows 10 Home 21H2						

Third party updates supported on Windows 10, Windows 11 and Server 2022

Via an extension to our Microsoft Winget integration, Naverisk now support the management of third-party updates to Windows 10, Windows 11 and Server 2022 devices.

Software management, target device visibility

More verbose information regarding the target clients and devices when performing software management tasks.

Devices meeting the following criteria will be selectable for a listed update:

- Device must be online
- Device must have a Windows 10, Windows 11, or Windows Server 2022 operating system.

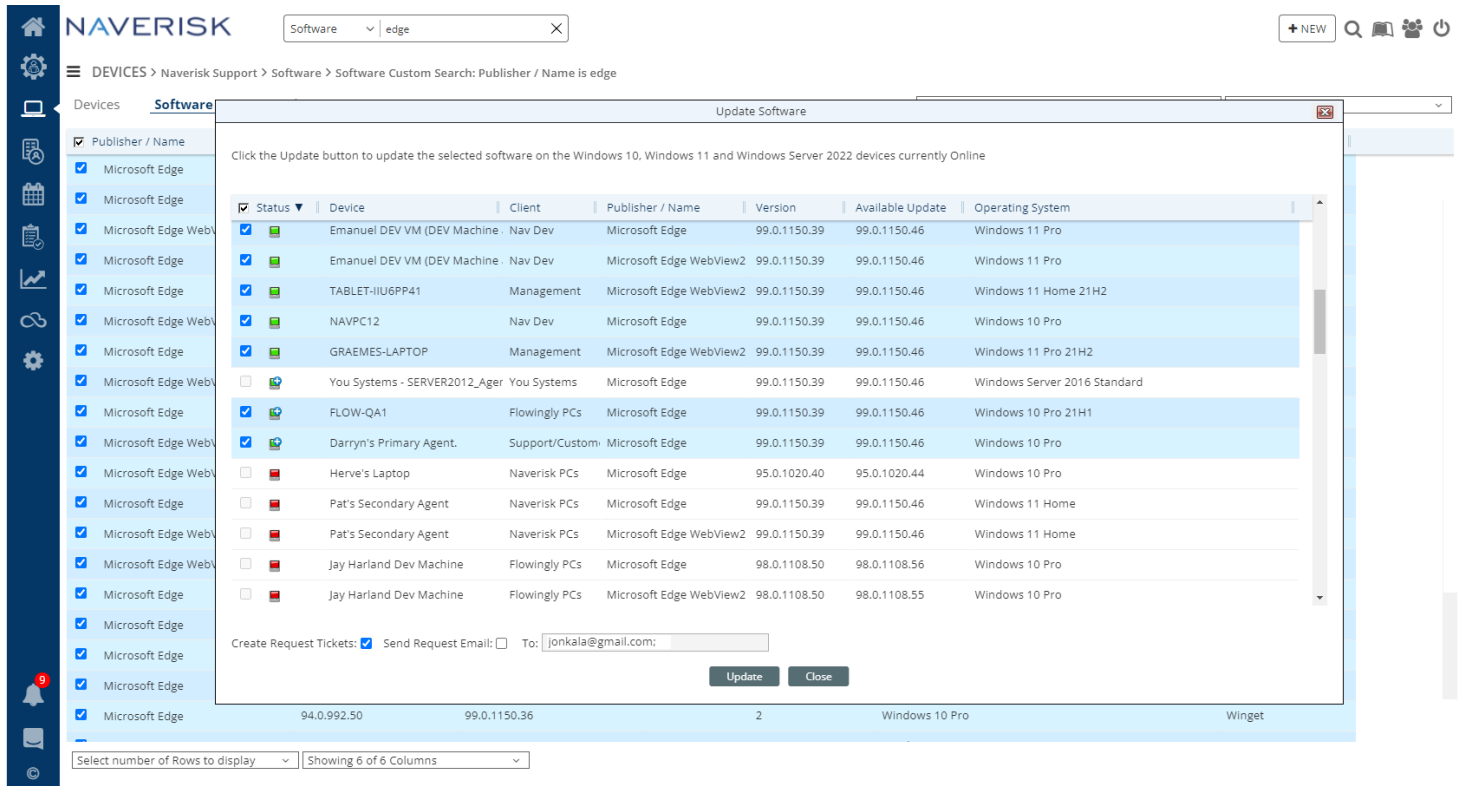
All software management tasks will be logged in the Device Audit and User's Activity tabs.

Software management, automated ticketing

The ability to create tickets for audit and billing purposes. Individual tickets will be created for each client listing all devices having updates applied.

Software management, automated emails

Ability to send an email to the software management task initiator (populated by default), or any other email addresses, listing all clients and devices undergoing software management tasks.



OS Patch UI

Standardized the OS Patches tab. Client SLA alerts for missing patches and patch rules, per category, can now be configured from the Settings page of Naverisk.

MSI installer improvements

Improvements in the MSI installer in the following areas:

- Repair
- Uninstall
- Rebuild

Mac agent, stability improvements

Linux agent, stability improvements

Including improved reliability of the agent when used on Ubuntu 18.

Zendesk integration RBAC

Created a new permission to show/hide Zendesk Integration icon from Settings page.

Automation Rules improvement

Added a blank option to “on success run rule” field of the Automation Rule modal to allow users to remove success rules of Completion Chain section.

Task Manager modal

Changed the Task Manager UX to let users return to the last highlighted Service or Process after the grid has been refreshed.

Agent responsiveness and accuracy

Improved communication between the Naverisk application and Naverisk Agent to increase responsiveness.

Email Notification

Changed email notification layout to make it easier to read.

Performance, Stability & Quality Improvements

You asked, we listened. On top of all the new features and improvements in 2022 R1, we had a major focus on fixing bugs and improving the general performance of Naverisk.

Based on feedback from our users, we have addressed the following bugs:

- **Fixed:** Ticket Sources can now be copied to Standard Clients
- **Fixed:** Device Attributes and Tickets attributes will now be showing in the right Service Desk Grid columns after a ticket merge
- **Fixed:** Notes can be added from the Ticket's Detachment Link
- **Fixed:** Secondary Users will now be completely removed from Ticket attributes after being deleted
- **Fixed:** Reconnecting Devices will now show in the Device Grid when filtered on Device Status groupings
- **Fixed:** Expanded the list of characters allowed in the Invoice Job Details
- **Fixed:** The CSV and Excel outputs of Device Audit Detail will correctly display the searched values
- **Fixed:** Devices "Up Time" now shows the same up time as Windows task manager
- **Fixed:** Created and Last Updated Date columns of Document tab will now be sorted chronologically
- **Fixed:** Resizing a column in any grid will no longer change the first column of that grid
- **Fixed:** Ticket Source can now be deleted from Standard Clients
- **Fixed:** URL including ampersands (&) can now be used in Cloud Space
- **Fixed:** Only whole numbers will be allowed as values to Job Estimates
- **Fixed:** Unsaved Ticket changes will not be discarded without user confirmation
- **Fixed:** Added validation messages to New Automation Rule modal mandatory fields
- **Fixed:** Firewall monitoring will function correctly for Windows XP (Service Pack 2) devices
- **Fixed:** All Naverisk Email Templates will have the correct naming convention [ClientID-TicketID]
- **Fixed:** Client List will only show one vertical scroll bar in Firefox browsers